

CITY OF MILWAUKIE

CLASSIFICATION: ADMINISTRATIVE SPECIALIST I

Department: Records and Information Management/JCB Grade Number: 2(52) FLSA: Non-exempt
Location: City Hall/Johnson Creek Blvd. Union: AFSCME EEO Category: 6 – Office/Clerical

DESCRIPTION:

Performs a variety of administrative support activities of limited complexity within an assigned area of duties. Gathers, prepares and inputs data; prepares correspondence; proofreads and edits information; filing and copying; and performs a variety of related clerical tasks in assigned area of responsibility. May also assist the public in person and on the telephone. This is an entry level classification within the Office specialist series. Reports to Department Director or Office Supervisor. This classification is distinct from the Administrative Specialist II which performs more complex duties.

DUTIES AND RESPONSIBILITIES:

(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provides administrative support using computer software skills.
2. Types letters, memos and other material from draft, or specific instructions. Proofreads and edits documents, presentation materials, brochures and other documents for grammar, punctuation and spelling.
3. Performs a variety of data entry functions; inputs data from various sources; ensures data is posted to appropriate accounts; proofreads data for accuracy and completeness.
4. Collects cash and issues receipts; maintains records and reconciles cash transactions.
5. Processes and distributes incoming and outgoing mail.
6. Maintains filing systems.
7. Photocopies and faxes documents.
8. May provide customer service and/or reception support to internal and external customers.
9. Answers the telephone and assists the general public in person; responds to public inquiries in a courteous manner; provides information on departmental and City policies and procedures as required or collects information regarding more complex inquiries and refers to appropriate person for follow-up as necessary.
10. Maintains positive public relations with customers and is responsive to customer needs.
11. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
12. Performs other duties as required.

JOB SPECIFICATIONS:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)

1. Job Preparation:

ADMINISTRATIVE SPECIALIST I
PAGE 2 OF 3

- a) **Education:**
 - i) High school diploma or GED; or
 - ii) Any equivalent combination of education and experience.
- 2. **Prior Experience:**
 - a) **Work Experience:**
 - i) One (1) years of progressively responsible related experience; or
 - ii) Any equivalent combination of education and experience.
 - b) **Necessary Knowledge, Skills and Abilities:**
 - i) Knowledge of office practices, procedures and equipment.
 - ii) Knowledge of standard business English composition, spelling, grammar and punctuation.
 - iii) Ability to operate standard office equipment including, multi-line phones, computers, copiers, fax machines and two way radios.
 - iv) Ability to create documents in Word, Excel, Access and other job specific operating systems.
 - v) Ability to maintain filing and record keeping systems.
 - vi) Ability to learn, apply and explain in detail the City and departmental policies and procedures.
 - vii) Ability to work independently while maintaining accuracy and attention to detail.
 - viii) Ability to greet the public and respond to inquiries both in person and via the phone.
 - ix) Ability to establish and maintain effective working relationships.
 - x) Ability to work as a team member.
 - xi) Ability to perform the essential functions of the job.
- 3. **Special Requirements:**
 - a) Must be able to pass the department's security clearance.
- 4. **Tools and Equipment Used:**
 - a) Computer and printer, fax machine, credit card machine, and copy machines; Computer software including MS based word-processing, spreadsheet, and data base, and telephones and specific operating programs for respective area.
- 5. **Supervision:**
 - a) This position does not provide supervision to any other staff.
 - b) Operates under the direction and supervision of the Department Director or Office Supervisor.
- 6. **Communications:**
 - a) Has frequent communication with the public, vendors, and other staff.
 - b) The communications may be confidential and will have access to confidential materials and communications.
- 7. **Cognitive Functions:**

ADMINISTRATIVE SPECIALIST I
PAGE 3 OF 3

- a) Work is monitored.
- b) Policies and procedures governing positions are well defined.
- c) Problems are of limited difficulty with precedent generally available.

8. Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a) Work is performed in office settings with extensive computer workstation inflexibility in order to input and retrieve information from the computer system.
- b) The employee must occasionally lift and/or move up to 25 pounds such as boxes of paper etc.

9. Resource Accountability:

- a) Person may handle moderate levels of resources and/or cash transactions however does not have influence over them.

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Drafted: 11/20/90
Adopted: 09/08/00
Revised: 11/30/04 (Previously Office Clerk job title)